

Janet T. Mills  
Governor

Jeanne M. Lambrew, Ph.D.  
Commissioner



Maine Department of Health and Human Services  
Office of MaineCare Services, Member Services  
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Augusta, Maine 04333-0011  
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Dear MaineCare Member,

This letter is for MaineCare members who receive home health or hospice services. If you do not get these services, you can ignore this letter.

Your home health or hospice services and benefits are staying the same, but your provider will now ask you or your guardian at your visit to confirm that your home health or hospice service took place in the home. This is because of a new federal requirement called Electronic Visit Verification. You can confirm the visit took place by signing your name on a mobile phone or tablet or by speaking into a phone. Your provider will explain how this works if they ask you to verify a visit.

### **What are home health care services?**

- Skilled nursing services
- Home health aide services
- Physical therapy services
- Occupational therapy services
- Speech language pathology services
- Medical social work services

### **What are hospice services?**

- Physician services
- Nursing services
- Medical social services
- Counseling services
- Home health aide services
- Physical, occupational, and speech/language therapy (when provided for symptom control)

### **What do I have to do?**

Your home health or hospice provider may ask you to sign a mobile phone or tablet or speak into a phone to verify the service took place.

### **When will my provider ask me to confirm I received a service?**

After you have received the service, your provider may ask you to confirm you received it.

### **Why do I have to confirm I received an in-home service?**

Confirming a home health or hospice service is required by the federal government. MaineCare and the federal government want to make sure you are getting the services you need. It is important that you confirm the service happened so that MaineCare can pay your provider for the services they provided to you.

### **What if I have more questions about Electronic Visit Verification?**

See the Electronic Visit Verification Member Questions & Answers document posted in the EVV section on MaineCare's Member Resource webpage at: <https://www.maine.gov/dhhs/oms/member-resources>. You can also contact MaineCare Member Services to send you a paper version of this document, or for questions at 1-800-977-6740. TTY users dial 711.

Sincerely,



Michelle Probert  
Director  
Office of MaineCare Services

To request this document in another format, call (207) 287-5014. Deaf or hard of hearing members, please call 711 (Maine Relay) or email [ADA-Civilrights.dhhs@maine.gov](mailto:ADA-Civilrights.dhhs@maine.gov).

To request this document in another language, please call MaineCare Member Services at 1-800-977-6740.

Pona kosenga mokanda oyo na monoko mosusu, tosenji obenga lisalisi ya bato ya MaineCare na numero 1-800-977-6740.

Para solicitar este documento en un idioma diferente, comuníquese con el Servicio para afiliados de MaineCare llamando al 1-800-977-6740.

Para solicitar este documento noutra língua, contacte os Serviços do Membro MaineCare pelo número 1-800-977-6740.

Si aad u codsato dokumintigaan oo luuqad kale ku qoran, fadlan ka wac Adeegyada Xubinta MaineCare 1-800-977-6740.

Pour obtenir ce document dans une autre langue, veuillez contacter les Services aux membres de MaineCare au 1-800-977-6740.

لطلب الحصول على هذا المستند بلغة أخرى، يُرجى الاتصال بخدمات أعضاء MaineCare على هاتف رقم 1-800-977-6740.